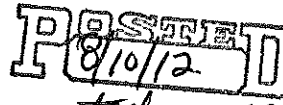


Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



238272  
Phone: 803-896-5100  
Fax: 803-896-5199  
www.psc.sc.gov

Email form to: [contact@psc.sc.gov](mailto:contact@psc.sc.gov)

\* Required Fields

### Letter of Protest

Print

Email

Date: \* 8 Aug 2012

in Docket 2012 - 177 - WS

#### Protestant Information:

Name \* Linda Stevenson

Mailing Address \* 3024 Point Clear Drive

City, State Zip \* Tega Cay, SC 29708 Phone \* 803-547-6523

E-mail lks@comporium.net

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I have been a customer of the Tega Cay Water Service for seventeen years. Due to the fact that I live on Lake Wylie, I have an interest in what flows into the water of this lake therefore, I have watched this company very closely. In 2006, I took pictures of the sewer overflowing into Lake Wylie at lift station #3 which is located one house away from mine.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

We have held numerous meetings with DHEC and Tega Cay Water Service (TCWS) with our concerns about poor customer service. Recently we met with Patrick Flynn, Regional Director for Utilities, Inc, the corporate company for TCWS. This man stated that the rate increase they received in 1999, 2006 and the 18% increase granted in 2010 was used to maintain and update this system. I have never seen any work until this year when there has been some updating and maintenance done. It is my understanding that there is a letter of intent to request another rate increase and I wish to advise you that we feel this company should use the money plus interest received in the last three rate increases to pay for any maintenance and updating that has finally been initiated. I have personally had sewer flowing into my home on Good Friday when my family was visiting due to lack of maintenance of roots which grow into the old terra cotta pipes. This has happened at numerous homes in our city. The company recently routed out the pipes with a machine and I would like to see what has grown back into those pipes. I know they will be filled with roots again until the pipes are replaced. Recently the company has destroyed our road and came out to patch it instead of repaving. We get lots of promises but little action. Also, this lake is affected by recent sewer spill in River Hills in the name of Carolina Water Service. I can share any photos you would like as proof of my statement.

**3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? \***

Please advise me of the date for this should the letter of intent be filed.

RECEIVED

AUG 10 2012

## Easterling, Deborah

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**From:** Easterling, Deborah  
**Sent:** Friday, August 10, 2012 12:35 PM  
**To:** 'Linda Stevenson'  
**Subject:** RE: protest

Dear Ms. Stevenson,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your Letter of Protest to our Clerk's Office for processing. Your Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant